IT Strategy and Goals – Citizen Service

1. **Citizen Service**

   Ultimately, service to the citizens of Indiana is the reason for *everything* we do. However, in this section, we focus on citizen service "at their convenience, not ours," provided directly to the citizen through a technology interface which may be a PC, a phone, a wireless PDA, or a kiosk.

   accessIndiana Next Generation

   > accessIndiana is the state's delivery method for web-enabled technologies. Since its inception in 1995, accessIndiana has grown usage by consistently increasing the number of interactive applications and pages of information available on the state's official website. While we must continue to add new information and interactive services to the portal, the measures of future success will be found in providing citizens with increasing ease of navigation through a wealth of timely and relevant information and service.

   > The *accessIndiana* of the near future will feature personalization of home pages, live help on demand, audio and video based information, and a shopping cart. It will serve as an access portal for citizens and businesses as it does today, but will also allow state and local government employees to access applications and services specific to their jobs from remote locations, blurring (if not eliminating) the current lines between internet and intranet access methods. It will continue to support credit card payments, but will also allow for additional methods of payment including e-check. It will provide an infrastructure to support digitally certified signatures where that level of legal authentication is necessary.

   > Subscribers to accessIndiana will be able to conduct real time account look-ups, remit payments online, view billing statements, and receive renewal notices electronically. Prospective subscribers will be able to submit subscription applications electronically.

   > These services will be supported through a strict architectural direction on portal software, directory services, business integration, and content management.

   Local Outreach

   > e-Government Services: The state of Indiana has been extraordinarily successful at creating a business model and building an infrastructure to support the delivery of e-government. Yet, many of our local governments continue to struggle to put these kinds of services in place at the local level. We are prepared to leverage our experience and infrastructure to assist local governments as appropriate and requested. To that end, we will be driving local governments to participate in the local component of accessIndiana, myLocal.IN.gov to determine what road blocks they face and ways in which we can be most helpful in overcoming

those roadblocks for the benefit of our mutual constituents. We envision that our experience in governance mechanisms, payments engines and convenience fee policy setting will be areas of interest for local governments.

Many local governments are already represented on the accessIndiana website. Local interactive applications of note are Marion County's Pay Parking Tickets online and Cass County's Pay Property Taxes online.

Procurement services: Local governments can also benefit from Quantity Purchase Agreements (QPA) negotiated for use by state agencies. Technology products on QPAs include desktop and server computers, Microsoft and McAfee software, GIS software from ESRI, and copiers and multi-function machines. Soon all of the products on state Quantity Purchase Agreements will be able to be ordered online via the state e-Procurement system.

Network services: The Indiana Telecommunications Network (ITN) is authorized to provide wide area network services to all public sector entities. Current customers include institutions of higher education, state agencies, public libraries, and K-12 schools. The ITN is partnering with several state agencies and Purdue's Cooperative Extension Service (CES) to reduce the cost of delivering these services to county courthouses throughout Indiana. Additional information is available by clicking here.

Geographic Information Systems (GIS) interfaces

Last year, accessIndiana launched the first application with a GIS interface. Who's Your Legislator used GIS technology to assist citizens in communicating with their state and federal representatives and senators. *accessIndiana* agency representatives will work with agencies to identify additional applications of this new technology capability. DoIT is establishing a shared hosting environment for GIS enabled applications for use by agencies that do not have established GIS infrastructure. Agencies that do have GIS infrastructure are working toward a strategy to more easily share GIS data across agency lines.

Recompete of outsourcing arrangement

The initial outsourcing arrangement for accessIndiana services is with Indiana Interactive, Inc, a subsidiary of NIC. The initial contract was for a 5 year term with the ability to renew for up to an additional 5 years. All renewal options have been executed and it is time to recompete this outsourcing arrangement. The RFP will be available on the Procurement Opportunities Web site in the second quarter of 2004.